

Request for Tenders: Provision of IT Managed Services and Service Desk Support

Contracting Authority	Eastern Coastal County Council
Tender Reference	ECCC-2028-IT-0120
Title	Provision of IT Managed Services and Service Desk Support
Procedure	Open procedure
Closing date and time	12:00 (Irish time) on 7 November 2028

1. Introduction

1.1 Background

The Contracting Authority wishes to appoint a single supplier to provide managed IT services, including a service desk, end-user device support and infrastructure monitoring for approximately 450 users across four sites.

The contract will run for three years with an option to extend for a further period of up to twelve months.

1.2 Scope of Requirement

The requirement includes, but is not limited to:

- First and second line service desk support
- End-user device lifecycle management
- Server and network monitoring
- Patch and vulnerability management
- Monthly service reporting

2. Instructions to Tenderers

2.1 Timetable

Event	Date
Last date for clarification questions	28 October 2028
Closing date for receipt of tenders	12:00 (Irish time) on 7 November 2028
Evaluation of tenders (indicative)	28 November 2028

Tenders must be received through the eTenders portal no later than 12:00 (Irish time) on 7 November 2028. Late tenders will not be accepted.

2.2 Submission of Tenders

Tenders must be submitted electronically via the eTenders portal. Tenders submitted by email, post or hand delivery will not be accepted.

Tenderers must submit the Technical Response in PDF format and the completed Pricing Schedule in Microsoft Excel (.xlsx) format.

Each file uploaded must be named using the convention [TenderReference]_[CompanyName]_[DocumentName], for example ECCC-2028-IT-0120_AcmeLtd_TechnicalResponse.pdf.

Tenderers must submit all of the following documents. Failure to submit any of the documents listed below may result in the tender being deemed incomplete and excluded from further evaluation:

- Completed and signed Form of Tender (Appendix 1)
- Technical Response addressing each of the award criteria in Section 4
- Completed Pricing Schedule (Appendix 2)
- Certificate(s) of insurance evidencing the cover required in Section 3.1
- A copy of the current ISO 9001 certificate
- A copy of the current ISO 27001 certificate
- CVs for each of the key personnel named in Section 3.4
- Details of three client references (Section 3.3)
- A summary of turnover for the last three financial years (Section 3.2)
- Completed European Single Procurement Document (ESPD)

2.3 Form of Tender

The Form of Tender at Appendix 1 must be completed in full and signed by an authorised signatory of the Tenderer. Unsigned Forms of Tender will not be accepted.

2.4 Subcontracting

Where the Tenderer intends to subcontract any part of the services, the Tenderer must complete the Subcontractor Declaration and identify each proposed subcontractor.

2.5 Clarifications

Requests for clarification should be submitted through the eTenders messaging facility. Responses will be circulated to all tenderers in the form of numbered clarification documents.

3. Selection Criteria

The following minimum standards will be assessed on a pass/fail basis. Tenderers who fail to meet any of the minimum standards will be excluded from further evaluation.

3.1 Insurance

Tenderers must hold the following insurances at the time of tender submission and provide certificate(s) of insurance evidencing the required cover.

- Public Liability: €6,500,000 any one occurrence
- Employer's Liability: €13,000,000 any one occurrence
- Professional Indemnity: €2,000,000 any one claim and in the aggregate

3.2 Economic and Financial Standing

Tenderers must have a minimum annual turnover of €1,000,000 in each of the last two financial years. A summary of turnover for the last three financial years must be provided.

3.3 Technical and Professional Ability

Tenderers must provide details of at least three contracts of a similar nature and scale completed or ongoing within the last five years, including a named client contact for each.

Tenderers must hold current ISO 9001 certification (or equivalent), valid at the tender closing date, and provide a copy of the certificate.

Tenderers must hold current ISO 27001 certification (or equivalent), valid at the tender closing date, and provide a copy of the certificate.

Tenderers should demonstrate an appropriate level of experience of working with public sector bodies.

3.4 Key Personnel

The proposed Service Delivery Manager must have a minimum of five years' experience in a similar role.

A CV must be provided for each of the key personnel. CVs should not exceed two pages each.

4. Award Criteria

Tenders that pass the selection criteria will be evaluated on the basis of the most economically advantageous tender using the following criteria:

Criterion	Weighting	Maximum length
Q1 Service Delivery Methodology	30%	750 words
Q2 Mobilisation and Transition	20%	500 words
Q3 Account Management and Reporting	15%	500 words
Price	35%	Pricing Schedule

4.1 Q1 Service Delivery Methodology

Q1 Service Delivery Methodology (30%): Describe your methodology for delivering the service desk and managed services. Responses must not exceed 750 words.

4.2 Q2 Mobilisation and Transition

Q2 Mobilisation and Transition (20%): Describe your mobilisation and transition plan, including key milestones. Responses must not exceed 500 words.

4.3 Q3 Account Management and Reporting

Q3 Account Management and Reporting (15%): Describe how the account will be managed and how performance will be reported. Responses must not exceed 500 words.

Tenderers must confirm compliance with each of the mandatory technical requirements set out in the Technical Requirements document by completing a compliance statement for each requirement in the Technical Response.

5. Pricing

Tenderers must complete the Pricing Schedule provided at Appendix 2 and must not alter its format or structure.

A unit rate must be entered for every line item in the Pricing Schedule. Tenders with incomplete Pricing Schedules may be deemed incomplete.

All prices must be quoted in euro (€).

All prices must be quoted exclusive of VAT. VAT should be shown separately at the prevailing rate (currently 23%).

Rates must be quoted in the units stated in the Pricing Schedule.

Prices must remain fixed for the first two years of the contract.

6. Conditions of Contract

The contract will be awarded on the basis of the Contracting Authority's standard Conditions of Contract.